



**RESIDENTIAL UTILITY SERVICE MANUAL
DECEMBER 9, 2013**

**ADOPTED BY THE MAYOR AND TOWN COUNCIL OF
THE BOROUGH OF CHAMBERSBURG**

DECEMBER 23, 1992

INTRODUCTION

The Borough of Chambersburg renders the following utility services to residential properties within the Borough: Electric, Gas, Water, Sewer and Refuse Service. In order to have any or all of these utilities rendered to a residential property within the Borough, the property owner and/or the user must apply for utility services at the following location: Borough Office, 100 South Second Street, Chambersburg, PA 17201, phone **264-5151**. The regular business hours for the Borough offices are Monday through Friday, 8:00 A.M. to 5:00 P.M., excepting certain holidays observed by the Borough.

This booklet has been prepared to provide Borough utility applicants and customers with information in order to promote an understanding of the terms and conditions on which the utility services are rendered. The Borough's interpretation of the terms and conditions is final. If you have questions concerning this booklet or desire other information regarding Borough utility services, please contact the Borough office as noted above. Additionally, requests for utility service assistance can be directed to the Utility Service Center, 80 South Franklin Street, phone **263-4111**. Utility assistance is available from the Service Center twenty-four (24) hours a day.

The Borough of Chambersburg advises the public, job applicants and employees that it does not discriminate on the basis of race, color, religion, sex, national origin, age or disability in admission or access to, treatment or employment in its programs, activities and services. The Borough welcomes comments from disabled persons or groups which represent persons with disabilities as to improving the accessibility to its activities, employment, facilities and services. Additionally, the Borough has adopted a grievance procedure to resolve complaints and requests regarding access or alleged discrimination based on a disability. If an individual has comments, complaints, or needs accommodation, regarding access to the Borough's activities, employment, facilities or services, the individual should contact the Borough ADA Coordinator at 261-3232. (TDD 261-3227)

DEFINITIONS

APPLICANT - Person applying for utility service from the Borough.

ARREARS - Unpaid utility billings which were not paid by the stated due date on the bill.

BILLING PERIOD - Bills for utility service are issued at intervals of approximately thirty (30) days.

CUSTOMER - Property owner and/or user of the Borough's utility service.

DELINQUENT BILL - A bill for which payment has not been received by the stated due date on the bill, meaning the gross bill is due and the customer's account is in arrears.

DEPOSITOR - Person who provides the Borough with a cash deposit required for utility service.

GOOD CREDIT RATING - The rating of a user who has not had a delinquent bill during the most recent twenty-four (24) consecutive months.

GROSS BILL - The amount on the bill which is due after the date shown on the bill rendered. The gross amount is the amount of the net bill plus a 2 1/2 percent penalty on Electric, Gas, Water, Refuse and Sewer.

NET BILL - The amount on the bill which is due up to and including the date shown on the bill rendered.

NORMAL OFFICE HOURS - Monday through Friday, 8:00 A.M. to 5:00 P.M., excepting certain holidays observed by the Borough.

PAST DUE AMOUNT - The amount of a gross bill(s) which has not been paid.

PAST DUE BILL - A bill which has not been paid in full by the stated due date on the bill.

PROPERTY OWNER - Owner of the property to which the utility service is rendered.

REGULAR WORKING HOURS - Monday through Friday, 8:00 A.M. to 3:30 P.M., excepting certain holidays observed by the Borough.

UNIT - Electric - 1 Kilowatt hour, Gas - 100 cubic feet, Water - 10 Cubic feet, Sewer - 10 Cubic feet of water.

USER - Person who takes delivery of the utility services rendered to a property.

UTILITY SERVICES - For purposes of this manual, Borough of Chambersburg utility services shall include electric, gas, water, sewer, refuse and any service charges such as those enumerated in Schedule B and Schedule C of the appendix.

CHAPTER 1

DEPOSIT PROVISIONS

1. CASH DEPOSIT

- A. Amount of Deposit - Prior to utility service being rendered to a property in the name of a user, a cash deposit must be paid in full in accordance with Schedule A (See Appendix). The deposits as set forth in Schedule A reflect one month (average) peak usage for each class of service. This Schedule of Deposits may be adjusted annually by the Borough's administrative staff to reflect the average peak usage in the previous twelve (12) months. Deposits for existing users will not be changed based on changes in Schedule A except as the Borough may require in accordance with Chapter 1, (3). Picture identification (driver's license or state issued ID card) will be required when placing a security deposit. This ID will be scanned and stored for internal use by the Borough. A customer applying for service will be asked to sign a "New/Transferring Tenant Application". By signing this form the tenant gives the Borough permission to inform the landlord or landlord designee of the status of the tenant's utility account. Refusal to sign this release will result in immediate notification of the landlord of such refusal.
- B. Refund of Deposit - A cash deposit shall be refunded under any of the following circumstances:
- (1) Upon termination or discontinuance of service, the deposit including accrued interest will be applied against any outstanding balance for utility service and the remainder (if any) refunded to the depositor. Generally the user could expect to receive their check refund or statement of balance owed within two weeks of discontinuing service. A transfer of service from one location to another within the Borough will not be deemed a discontinuance. However, a transfer of service may result in the adjustment of the amount of the deposit based upon the user's credit rating in accordance with the standards set forth in 1.3.
 - (2) After twenty-four (24) consecutive months without termination or discontinuance of service and without a delinquent bill, the deposit plus accrued interest will be refunded to the depositor. If the user's account becomes delinquent in the future, the Borough reserves the right to require a new deposit based on the latest Schedule of Deposits. Users will be required to provide a new deposit if they have been delinquent in the payment of any two consecutive bills or three or more bills within the preceding (12) twelve month period. The landlord of depositor receiving the refund will be notified in writing of good credit refund to his tenant. Moreover, the landlord of the depositor would not be held responsible to the Borough for the amount of the deposit excluding interest refunded to his tenant for good credit, in accordance with section B.2. above. Subsequently, if the Borough is unable to collect a delinquent bill(s) from that depositor, and the Borough has not required the customer to provide a new deposit under the same section, the landlord will be responsible for only those uncollected amounts over the deposit refund.

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- (2) If at any time the property owner (landlord) with a good credit rating makes a written request that the deposit be waived or reduced for his user, the deposit or a portion thereof plus accrued interest will be refunded to the depositor.
 - (3) If at any time the property owner with a good credit rating makes a written request to have the user's utilities placed in the property owner's name, the deposit plus accrued interest will be refunded to the depositor.
 - (4) If at any time another property owner with a good credit rating with the Borough guarantees payment of a user's deposit for utility service through a legally binding document, the deposit plus accrued interest will be refunded to the depositor.
- C. Interest Rate on Deposit - A deposit will earn interest at the composite rate of all Borough Operating Funds investments compounded monthly. However, interest will not be calculated and credited in the month that the deposit is placed with the Borough.
2. DEPOSIT EXCEPTIONS - For new applicants a deposit will not be required when an applicant satisfies at least one of the following:
- A. An applicant owns the property;
 - B. An applicant was a user within the last 24 months and had a good credit rating with the Borough;
 - C. A property owner whose property is served and who has a good credit rating makes a written request of the Borough that the deposit be waived (or reduced) on behalf of the applicant;
 - D. A property owner whose property is served and who has a good credit rating makes a written request of the Borough to have the utilities in his name instead of the applicant's name;
 - E. The owner of Borough property other than that served who has a good credit rating and guarantees payment of the deposit required of the applicant for utility service through a legally binding document.
3. SPECIAL DEPOSIT REQUIREMENTS FOR EXISTING USERS - The Borough will require a deposit of a user who does not currently have a deposit posted within fourteen (14) calendar days of the date of notice under the following circumstances:
- A. A user has been delinquent in the payment of any two consecutive bills or three or more bills within the preceding twelve (12) months period. For purposes of this standard, a user is considered delinquent when the gross bill becomes due.
 - B. A user becomes responsible for the deposit when his property owner or another property owner has transferred the deposit requirement to the user.

4. SPECIAL DEPOSIT REQUIREMENTS FOR USERS WITH TERMINATED SERVICE - A user whose service has been terminated for nonpayment must pay the required deposit in full prior to utility service being restored to that user's name.

CHAPTER 2

METER READING AND BILLING PROVISIONS

1. **UTILITY METERS AND METER READINGS** - Utility service furnished to a property is measured by a meter at that property for the electric, gas and water services. In the case of the sewer utility, the volume of water furnished to a property is the measure of the sewage discharged unless a special meter is secured by the customer. Regarding the refuse service, there is a charge established for the service that is rendered or made available to the property whether used or not.

Where the meter is used to measure the service rendered to the property, the meter is the property of the Borough of Chambersburg, but in the care and custody of the user. The Borough shall inspect, test, adjust, maintain and/or replace such meters at its own expenses, except that any meter damaged in service through the negligent act or omission of the property owner or his tenant or agent shall be repaired or replaced by the Borough at the expense of the property owner. Meter damage resulting from freezing or backflow of hot water shall be considered to be the result of negligence on the part of the owner or tenant.

The property owner and/or tenant are prohibited from removing, damaging or tampering with the meter. **They must maintain a safe passageway for meter access by the Borough. Additionally, they have the responsibility to keep the meter free from obstructions by restraining pets or by removing obstacles that the Borough might encounter at that property.**

Once each month on approximately the same date, the Borough is scheduled to read the meters at the property. Borough representatives carry identification which the property owner or user may ask to see for their own protection. Though the Borough attempts to read the meters each month, there are occasions when the Borough will have to estimate the customer's monthly bill. Situations such as extreme weather conditions, emergencies, strikes, the inability of the Borough to gain access to the meters or other circumstances may prevent the Borough from taking a meter reading and require that the bill be estimated. **The customer has the responsibility to provide free access for meter readings if the meter is in a locked place. Failure of the customer to provide free access will result in the termination of utility service until suitable access is provided.**

2. **METER ACCURACY** - The accuracy of the Borough's electric, gas and water meters shall be determined in accordance with the rules and regulations of the Public Utility Commission of the Commonwealth of Pennsylvania. Upon request of any customer, the Borough will remove the meter from the customer's premises and test the accuracy of the meter. If the meter is found to register a greater quantity than has passed through it, to a degree exceeding the tolerance of accuracy provided by the Public Utility Commission for such cases, no charge shall be made for the test and the bills for the particular utility service on the basis of the registration of the meter for a period of not more than three (3) months preceding the removal of the meter may be adjusted on an equitable basis.

If the meter is found to register a smaller quantity than has passed through it, or to be within the prescribed tolerances of accuracy, a charge shall be paid by the customer for the testing of the meter in accordance with Schedule C (See Appendix) adopted from time to time by resolution of the Mayor and Town Council of the Borough of Chambersburg. Upon prior request, the customer may witness the meter test during the Borough's regular working hours.

3. BILLING PERIOD AND ESTIMATED BILLS – Bills for utility service are issued at intervals of approximately thirty (30) days. This means that the customer's bill is calculated and mailed on about the same day each month. If the Borough was unable to obtain actual meter readings for a billing period, an estimated bill based on previous usage history (past meter readings) and existing weather conditions will be mailed. After the customer's meter is read, the bill at that time may be adjusted upwards or downwards according to the actual readings. Customers are to immediately contact the Borough Office, Department of Finance, if they have questions or complaints about a utility bill.

The Borough shall issue adjusted bills if it determines that past meter readings were incorrect. The Borough retains the right to issue an estimated bill for previous periods if a non-registering meter is detected.

4. BUDGET BILLING - The Budget Billing Plan is a plan to level out payments for residential electric customers or for those residential customers who use natural gas for heating. It is being offered as a convenience for the Borough's residential customers. Instead of paying larger bills during peak heating or cooling periods, customers pay their total annual cost of fuel in monthly installments under the Budget Billing Plan. There is no extra cost to the customer under this billing plan, and the customer ultimately pays for only the electricity or gas that is actually used.

The monthly average payment amount will be based on one-twelfth (1/12) of the actual usage over the most recent twelve (12) months. The twelve months' usage figure is calculated by adding the customer's current metered usage and the previous eleven (11) months' usage. The usage is billed each month at the current applicable rate.

If a customer is new or moves to a new location, that customer will have no history of electric or gas usage in the new residence. In that case the Borough will need to estimate the previous twelve months' usage. Each time the Borough reads the meter, the actual usage will replace the estimated figure for the similar period until the Borough has a full twelve month history.

By always using the latest twelve months' usage, the plan adjusts to changes in the customer's use of fuel. However, because of this self-adjusting feature, the customer's bill may fluctuate slightly from month to month. Additionally, the customer's account will be reconciled annually during the May - June billing cycle. The reconciliation may result in a charge or credit to the customer.

Residential customers may participate in the Budget Billing Plan by applying at the Borough Office, 100 South Second Street, Monday through Friday, from 8:00 A.M. to 5:00 P.M. Customers may make application from March 1 to August 1 of each year (Until August 30 of 2010). Customers are eligible for the Budget Billing Plan only if there are no past due bills for municipal services with the Borough. Customers must continue to pay their bills on or by the due date to continue on this plan. Customers also must provide the Borough with monthly access to utility meters. Converting to the plan could take up to a month depending on the date requested and the date the account is billed by the Borough.

5. THIRD PARTY NOTIFICATION - Some customers may not understand the Borough's utility practices or be fully aware of the consequences of the termination notice. Additionally, some customers may be disabled so as to be unable to answer the door when a call is made by the Borough to terminate utility service. These customers, or acting in their behalf, may request that a third party be notified before utility service is terminated.

If a third-party notice is requested, a copy of the Termination Notice will be mailed to the third party approximately seven (7) days prior to the date of the scheduled termination. Although a third party may be notified that a termination is pending, a notice does not place any financial burden on that party to pay the bills for others, nor will it prevent termination if payment is not made.

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CHAPTER 3

DISPUTE PROVISIONS

If at any time within the seven (7) day period of the date of a delinquent notice, the customer advises the Borough in writing that he disputes liability for any part of the bill as rendered or disagrees with the manner in which the bill amount was arrived at, a time and date will be fixed for a hearing before the Borough Manager or Assistant Manager at which time the customer can state his claim. The hearing will be within seven (7) days from the date of notifying the Borough Office that the customer disputes the billing. At the hearing the customer may appear in person, be represented by an attorney-at-law and bring any witnesses he may desire to have at the hearing. When the Borough has been informed of a dispute in accordance with the above provisions, the termination of the utility service will not take place until the customer has been issued a written response from the Borough Manager or Assistant Borough Manager. However, the termination of utility service shall take place for nonpayment of all undisputed portions of the bill in accordance with provisions of Chapter 5.

It should be noted that the utility customer has a right to appeal to the Mayor and Town Council a decision of the Borough staff in the implementation and interpretation of the Borough's residential utility service provisions. However, appeal to the Mayor and Town Council does not stop any utility service termination procedure prior to the Mayor and Town Council considering the customer's appeal.

CHAPTER 4

PAYMENT PROVISIONS

1. (A) Bills for electric, gas, water, sewer and refuse service will be issued at intervals of approximately thirty (30) days. Partial month and final billings shall be issued in accordance with Schedule D of the Appendix. All charges shall be payable at the Borough Office on a net basis to and including the date shown on the bill rendered. However, one grace day shall be allowed extending the net basis until 5:00 p.m. on the next business day following the due date. Thereafter, the gross bill shall be due and payable. Failure to receive a bill shall not entitle a customer to an extension of time for payment.
 - (B) On occasion the Borough receives utility payments late even though customers may have mailed them on time. To avoid possible delays by the postal service, please mail all bills 3-5 days in advance of the due date. Please also check that your envelopes are addressed correctly.
 - (C) The Borough has office hours from 8 A.M. to 5 P.M., Monday thru Friday. Utility bills can be paid at the Borough Office, 100 South Second Street. Please bring your billing **statement** when paying at the Borough Office.
 - (D) The Borough has two night depository boxes that can be used to make payments. Both are located at the Borough building, one by the drive-through window and the other at the front of the building, and are available 24 hours a day. Please include your utility bill stub with payment in the depository. Payments received after 5:00 p.m. are deemed to be received the next business day.
 - (E) The Borough offers automatic bank draft, known as PETE (Payments Easily Transferred Electronically). Contact the Borough office to request an application.
 - (F) The Borough now offers an online payment option and a payment by telephone option. Details are available on your utility bill, on the Borough website, www.chambersburgpa.gov or by contacting the Borough office.
 - (G) The customer has the duty to notify the Borough if he/she has not received a bill. Any customer whose account for utility service is in arrears shall pay the gross amount of each bill until all outstanding indebtedness is paid, with payments being first applied to the oldest bills and then being applied progressively to the more recent bills.
2. Failure to pay all charges as applicable within fourteen (14) days after the date of the delinquent notice shall be cause for the termination of utility service until payment in full is made for the past due amount for the specific billing. If service is terminated under these conditions, a reconnection charge for each terminated service shall be paid before that service is restored in accordance with Schedule B (See Appendix) adopted from time to time by resolution of the Mayor and Town Council.

3. If a Borough representative travels to the customer's premises to deliver a notice and/or attempt to collect the amount of a delinquent bill, a service charge shall be assessed in accordance with Schedule B. A service charge shall be assessed for customer's checks returned by the Borough's depository bank.

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Additionally, a service charge shall be assessed if a Borough employee travels to the customer's premises to collect the amount of a returned check. If the customer's checks are returned to the Borough by the customer's bank two (2) times in a twelve (12) month period, the Borough may require the customer to pay by cash, certified check or money order for a period of twelve (12) months.

4. Each customer shall pay for utility services furnished to his premises until notice has been given to the Borough to discontinue service and for a reasonable time thereafter to enable the Borough to read the meters at his premises. When service is discontinued at any customer's premises, a bill for service will be rendered and shall be payable on a net basis until the date indicated on the bill and on a gross basis thereafter.
5. If a bill for utility services remains unpaid after thirty (30) days, the Borough shall have the right to proceed with the collection of any unpaid bill by action of assumpsit in the name of the Borough against the owner of the property benefited by the service or by a lien filed in the nature of a municipal claim. If the tenant does not pay, **the property owner shall remain liable for the payment of all utility services irrespective as to whom the bill is rendered.** Additionally, the landlord will need to collect any debt himself/herself without further involvement from the Borough.

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CHAPTER 5

UNIFORM TERMINATION PROVISIONS

1. The following procedures and conditions shall be followed when the termination of utility service is warranted by the Borough:
 - A. Delinquent Notice - When a payment is not received by the stated due date on the bill, a **Delinquent Notice** shall be mailed to the customer.
 - B. Termination Notice - When payment is not received within seven (7) days after the date of notice shown on the Delinquent Notice, the Borough shall attempt to contact the customer in person or by phone to request full payment and to advise that the termination of service will occur within seven (7) days if full payment is not received. The Borough will leave a **Termination Notice** either with the customer or post it on the customer's premise if full payment is not received at that time. A service charge in accordance with Schedule B will be assessed at the time a Borough representative is dispatched to the customer's premises to deliver the notice and attempt to collect the amount of the delinquent bill. A copy of the Termination Notice will be sent to the property owner of a user and/or the person whom the customer has named as a third party designee (if any).
 - C. Termination and Notice After Termination - When payment is not received within seven (7) days after the date on the Termination Notice, the Borough will attempt to contact the customer in person to request full payment and to advise that the termination of service will occur at that time if full payment is not received. The Borough will terminate utility service at that time if full payment is not received and leave a **Notice After Termination** with the customer or attached to the customer's premises. A service charge in accordance with Schedule B will be assessed at the time a Borough representative is dispatched to the customer's premises to collect the amount of the delinquent bill or to terminate utility service and leave the Notice After Termination.

NOTE: Section 108.1.3 of the currently adopted Property Maintenance Code reads "Failure to correct the violation of the Property Maintenance Code shall be cause for vacating the premises and placarding of the premises as unfit for human habitation".

2. TERMINATION EXCEPTIONS

- A. Except in an emergency or as a protection of life or property, the Borough will not terminate utility service for nonpayment of charges on:
 - (1) Friday, Saturday or Sunday;

- (2) A Borough Observed Holiday, the day before a Borough holiday or a bank holiday (Generally, the holiday for the Borough's depository bank).
- B. The Borough will not terminate utility service for nonpayment of charges due to the following circumstances, provided the customer contacted the Borough within seven (7) days of the date of notice shown on the Delinquent Notice:
- (1) The customer claims inability to pay an outstanding bill in full but pays an acceptable portion of the outstanding amount due, agrees to pay all future bills as they become due and agrees to pay an acceptable portion of the outstanding bill in installments until it is fully amortized. This exception is granted by the Customer Service/Collection Supervisor or designee only on special, limited occasions not to exceed one every 12 months (example: excessive medical bills for one month). In the event that a customer breaches such an agreement, the Borough shall attempt to contact the customer in accordance with Chapter 5, 1(B). If the breach is not rectified within seven (7) days of the Termination Notice, the service will be terminated without further notice.
 - (2) The customer informs the Borough, in writing, that he disputes liability for any part of the bill as rendered or disagrees with the manner in which the bill amount was arrived at. A time will be fixed for the customer to appear and state a claim at a hearing before the Borough Manager or Assistant Borough Manager within seven (7) days from the date of notifying the Borough. At the hearing the customer may appear in person, be represented by an attorney-at-law and bring any witnesses which he may desire to have at the meeting. If it is determined that the customer is responsible for any part or all of the bill, the customer will be given a **Termination Notice** if full payment of the amount determined due is not received at that time. If full payment of this amount is not received within seven (7) days of the Termination Notice, the service will be terminated without further notice.

NOTE: Failure by the Borough to arrange a hearing within seven (7) days of notifying the Borough does not relieve the customer of any responsibility for payment. Additionally, the termination of utility service shall take place for nonpayment of all undisputed portions of the bill in accordance with Chapter 5.

- (3) The Borough is in receipt of a written medical certification from a registered physician that a seriously ill person resides in the premises receiving the utility service and his health would be adversely affected by service termination. A written certification must be completed to the Borough's satisfaction. To obtain a medical waiver to prevent termination of service for nonpayment of charges during the December 1st to March 31st period, the customer must pay no less than half of the outstanding balance. The remaining balance will be due upon expiration of the waiver. Service shall not be terminated for the time period specified in the medical certification, provided that the maximum length of the certification shall not exceed thirty (30) days and the customer has arranged for and is making payment

acceptable to the Borough on his utility bills. Certification may be renewed one time in the same manner and for the same period as the initial certification, provided the customer is making payments acceptable to the Borough on his outstanding utility bills. If payment is not received in full by the expiration of the medical certification(s), the Borough shall attempt to contact the customer as in Chapter 5, 1(B). If full payment is not received within seven (7) days of the Termination Notice, the service will be terminated without further notice. A tenant's landlord will be notified in writing of the existence of a written medical certification and the expiration date of the certification.

3. **TERMINATION PROCEDURES RELATED TO MOVING**

A. Moving out of a residential rental:

If the utility customer notifies the Borough of their intention to move, the customer has the responsibility of notifying the Borough a minimum of five (5) working days prior to the move-out date so that the Borough may arrange to either disconnect service or transfer utility service to the landlord; and a reasonable time thereafter to enable the Borough to read the utility meter(s) at the customer's residence. At a minimum, the customer shall be assessed a per meter minimum charge if the Borough visits the property to obtain final reading(s) on other than the regular monthly reading date for that meter. The final bill will consist of the readiness to serve charge per meter plus any usage. The customer is responsible for billings for utility service until the Borough is able to read the meter, disconnect the meter and/or transfer the account to a subsequent tenant or the landlord; as may be applicable. However, it shall be at the Borough's discretion to terminate service or transfer service if no responsible subsequent account holder can be determined. When service is disconnected at a customer's residence for the purposes of moving, the customer is responsible for paying the utility service charges at the move-out location no later than the normal due date established for that account. Gross, net, and late charges shall apply at the move-out location through the final billing period. If the customer fails to make good on the utility service charges for the move-out location, service will be terminated at the customer's new address in accordance with the termination procedures for nonpayment set forth in Chapter 5, (1). Additionally, an outstanding bill from a previous address in the Borough will be grounds for refusal by the Borough to provide utility service at a new address until that bill is satisfied. Failure of the U.S. Postal Service to properly deliver a bill shall not entitle a customer to an extension of time for payment.

B. Moving out of a residential owner-occupied property:

If the utility customer notifies the Borough of their intention to move, the customer has the responsibility of notifying the Borough a minimum of five (5) working days prior to the move-out date so that the Borough may arrange for reading the meters, and to either disconnect service or transfer utility service to a new owner

or other responsible subsequent account holder. At a minimum, the customer shall be assessed a per meter minimum charge if the Borough visits the property to obtain final reading(s) on other than the regular monthly regarding date for that meter. The final bill will consist of the readiness to serve charge per meter plus any usage. The customer is responsible for billings for utility service until the Borough is able to read the meter, disconnect the meter and/or transfer the account to a subsequent owner; as may be applicable. However, it shall be at the Borough's discretion to maintain service, terminate service or transfer service if no responsible subsequent account holder can be determined. When service is disconnected at a customer's service location for the purposes of moving, the customer is responsible for paying the utility service charges at the move-out location no later than the normal due date established for that account. Gross, net, and late charges shall apply at the move-out location through the final billing period. If the customer fails to make good on the utility service charges for the move-out location, service will be terminated at the customer's new address in accordance with the termination procedures for nonpayment set forth in Chapter 5, (1). Additionally, an outstanding bill from a previous address in the Borough will be grounds for refusal by the Borough to provide utility service at a new address until that bill is satisfied. Failure of the U.S. Postal Service to properly deliver a bill shall not entitle a customer to an extension of time for payment.

C. Tenants who move out while under lease:

The Borough shall not be responsible for enforcement of any provisions of a lease agreement or other civil matter between private individuals to which the Borough is not a party. The Borough shall inform all parties of any request to terminate service so that landlords may make proper arrangements for the continuation of heat or other utility service. Notwithstanding proper notification, the Borough reserves the right to terminate service or transfer service to a landlord's name if no other responsible account holder can be identified.

D. No waiver of rights:

The Borough, in adopting this policy, in no way waives its right to collect delinquent utility service charges from the property owner, or to assess such charges against the property. The Borough shall have the right to exercise any and all available remedies at law or in equity for the collection of utility service charges.

4. **TERMINATION FOR OTHER REASONS**

A. Without Notice - The Borough reserves the right to terminate utility service to any customer(s) without notice for any of the following reasons:

(1) Fraudulent representation as to the use or class of utility service.

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- (2) Where the customer's equipment, wiring or appliances, or the Borough's equipment or lines are creating or contributing to a serious, hazardous condition.
- (3) Tampering with meters or other utility equipment belonging to the Borough.
- (4) Repairs or emergency maintenance of Borough facilities.
- (5) When necessary to protect the Borough from theft, fraud or abuse.
- (6) An unauthorized utility connection.
- (7) The use of equipment which adversely affects the Borough's services to its other customers.
- (8) Upon obviously vacating of the premises by a customer who is delinquent in his bill payments, thereby terminating the customer's relationship with the Borough.
- (9) Unavoidable shortages or interruptions of the Borough's sources of service.
- (10) Fraud or material misrepresentation of identity for the purpose of obtaining utility service.

B. With Notice - The Borough may terminate service to any customer after one attempt to make personal contact or otherwise give notice by a representative of the Borough for any of the following reasons:

- (1) The customer's failure to update his temporary electric service to a permanent status or to otherwise fail to make appropriate arrangements to do so with the Borough.
- (2) The customer's failure to provide free access to its meters and service facilities to inspect, read, test, repair, remove or replace the same. Such access shall not be impeded by coal, ashes, rubbish or in any other manner.

5. **WINTER TERMINATION FOR NONPAYMENT** - In order to prevent undue hardship during winter months, the Borough generally will not terminate utility service during the period of December 1st to March 31st. However, the Borough will follow procedures for the termination for nonpayment set forth in Chapter 5, (1) and terminate utility service for nonpayment if the service is not essential for heat (particularly in an apartment) and shall terminate utility service even if the service is essential for heat under the following conditions:

- A. The customer gives no acceptable reasons for not paying and refuses to pay, claiming that the utility service can not be terminated from December 1st to March 31st.
- B. The customer does not make payment acceptable to the Customer Service/Collection Supervisor, or designee, and has another place to live on a temporary basis.

NOTE: If the customer's service being terminated is a user's service, the Borough will attempt to contact the property owner so that he can protect his property. If the property owner requests, utility service can be placed in his name provided he makes payment in full on the past due amount of the billing at that time.

NOTE: If the customer's service is not subject to termination during the period of December 1st to March 31st, the Borough will forward **Winter Notices** indicating the amounts due and that failure to make payment will result in the termination of utility service. A copy of the **Winter Notice** also will be sent to the property owner of a user and/or the person whom the customer has named as a third party designee (if any).

- 6. **TERMINATION OF A USER'S SERVICE FOR NONPAYMENT BY A PROPERTY OWNER** - When a determination has been made that utility service shall be terminated for nonpayment of an amount due by a property owner of a dwelling occupied by a user, the Borough shall follow the procedures set forth in the Utility Service Tenant Rights Act (Act 299 of 1978). Generally, service to a dwelling cannot be terminated without a 30 day written notice to users giving them the opportunity to assume utilities.

CHAPTER 6

RESTORATION OF SERVICE PROVISIONS

When service to a customer's premises has been terminated, the Borough will reconnect the service as soon as practical after receiving:

- A. Full payment of any past due amount which appears on a specific delinquent notice.
- B. Full payment of any service charges - a service charge is assessed to a customer when it is necessary for the Borough to visit the customer's premises with the instruction to deliver a notice, collect the amount due and/or terminate the service. The service charge is assessed for each trip to the customer's premises. The amount of the service charge per trip appears on Schedule B.
- C. Full payment of any reconnection charges - a reconnection charge is assessed to a customer when it is necessary for the Borough to visit the customer's premises with the instruction to reconnect service following the termination of service. The charge is assessed for each service which must be reconnected. The amounts of the charges appear on Schedule B.
- D. Full payment of any deposit required in accordance with Chapter 1.
- E. Payments for restoration of service may be made at the Borough offices, 100 S. Second Street, (264-5151) (TDD 261-3227) 8:00 a.m. - 5:00 p.m., Monday through Friday or at the Utility Service Center, 80 S. Franklin Street, (263-4111) (TDD 261-3227) 5:00 p.m. - 10:00 p.m., Monday through Friday and 8:00 a.m. through 10:00 p.m., Saturday and Sunday. When paying at the Service Center, please have exact cash, check or money order.

CHAPTER 7

SERVICE LIMITERS

During winter months (December 1 through April 1), when the Borough generally does not terminate electric service for non-payment the Borough may use service limiters instead of actually disconnecting service to tenant-occupied dwellings with delinquent utility bills. An electric service limiter is a device installed at the meter which limits the amount of electric current that the customer is able to use at any one time. If the customer uses more than the prescribed amount of current, a circuit breaker on the limiter will trip. Before attempting to restore service the customer should reduce the amount of electric current being used. Limited service should be enough to operate a furnace.

Customers will be notified of the delinquent amount due seven (7) days prior to the placement of the service limiter. Instructions on how to use the service limiter will be provided. Service limiters will be removed after payment of the delinquent bill plus service and reconnection charges. The amount of those charges appears in the Appendix, Schedule B.

CHAPTER 8

RESIDENTIAL WATER LEAK ADJUSTMENT

If the customer feels that a water leak is the result of an increase in usage as reflected on a monthly water bill in comparison to normal, average water usage histories, then he may be eligible for a water leak adjustment.

Upon receipt of written evidence that the leak has been identified and repaired, such as an invoice from a plumber, the Water Superintendent or his designee, will authorize that a leak adjustment to the monthly water bill in question be applied.

The water leak adjustment will be calculated and applied in accordance with Schedule E (See Appendix).

The water leak adjustment is available to any residential water customer on a one-time basis. The Borough reserves the right to refuse granting a water leak adjustment for any of the following reasons.

1. The customer is not a residential customer
2. The customer has been granted a water leak adjustment in the past at the same residence
3. The Borough determines that the increase in the monthly water bill in question is neither indicative of a water leak nor a significant increase to warrant the granting of an adjustment.

APPENDIX

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SCHEDULE A **CASH DEPOSITS**

<u>CLASS OF SERVICE</u>	<u>AMOUNT</u>
<u>Electric (light and water heater only)</u>	<u>\$ 75.00</u>
<u>Electric heat (light, water heater and heat)</u>	<u>\$180.00</u>
<u>Gas (stove and water heater only)</u>	<u>\$ 30.00</u>
<u>Gas heat (includes stove and water heater)</u>	<u>\$195.00</u>

SCHEDULE B **SERVICE AND RECONNECTION CHARGES**

1. Returned Check Charge \$ 25.00
2. Service charge for delivery of Notices \$7.00/trip
to premises
3. Reconnection charges ***

FIRST DISCONNECTION (ONCE PER ACCT)

FOR RESIDENTIAL CLASS CUSTOMERS ONLY

<u>TIME OF RECONNECTION</u>	<u>At Meter AMOUNT</u>	<u>At Pole or Pad Mntd Serv. Pt**** AMOUNT</u>
* Regular working hours	\$0.00/srv	\$0.00/srv
** After regular working hours	\$30.00/srv	\$45.00/srv
** Sunday and Borough observed holidays	\$46.00/srv	\$61.00/srv

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SECOND DISCONNECTION OR GREATER (PER ACCT)

FOR RESIDENTIAL CLASS CUSTOMERS ONLY

ALL RECONNECTIONS FOR OTHER CUSTOMER CLASSES

<u>TIME OF RECONNECTION</u>	At Meter AMOUNT	At Pole or Pad Mntd Serv. Pt**** AMOUNT
* Regular working hours	\$30.00/srv	\$45.00/srv
** After regular working hours	\$60.00/srv	\$75.00/srv
** Sunday and Borough observed holidays	\$76.00/srv	\$91.00/srv

* (Regular working hours - 8:00 A.M. to 3:30 P.M. for above services)

** (After Hours 3:30 P.M. to 10:00 P.M. Monday through Friday 8:00 A.M. to 10:00 P.M., Saturday, Sunday and Holidays)

*** These rates shall be based on the current "Charges For Service Order Billing" as posted by the Borough's Utility Departments.

**** There will be separate charges for disconnections & reconnections at the Pole.

SCHEDULE C **METER TESTING CHARGE**

		<u>AMOUNT</u>
1. Electric (meter within tolerances)	single phase	\$50.00
	3-phase	\$65.00
2. Gas (meter within tolerances or registering a smaller quantity) up to a 415 C.F. Larger Meters		\$30.00 Cost Incurred
3. Water (meter within tolerances or registering a smaller quantity)	Size All Sizes	Cost Incurred

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SCHEDULE D
PARTIAL MONTH AND FINAL BILLING GUIDELINES

- A. A bill will be issued when a meter is set and/or turned on for a new customer and the number of days or units exceeds the following table. Each utility will be considered independently to determine if a bill should be issued. If a bill is not issued for a partial period, the units used will be added to the next billing period.

1. Electric

201	15 Days or 100 Units
211	15 Days or 100 Units
212	15 Days or 100 Units
218	15 Days or 100 Units
221	15 Days or 100 Units
231	15 Days or 100 Units
282	15 Days or 100 Units
All dusk to dawn lights - 15 Days	

2. Gas

301	15 Days or 5 Units
311	15 Days or 25 Units
321	15 Days or 25 Units
331	15 Days or 25 Units
341	15 Days or 100 Units
361	15 Days or 100 Units
382	15 Days or 25 Units

3. Water

401	15 Days or 25 Units
411	15 Days or 25 Units
421	15 Days or 25 Units

4. Sewer

501	15 Days or 25 Units
511	15 Days or 25 Units
521	15 Days or 25 Units

5. Sanitation

601	15 Days
Cubic Yard Billings will be prorated for the number of days used.	

- B. A bill will be issued when a meter is removed or turned off after the route has been billed.

1. Electric, Gas, Water and Sewer

If the Borough makes a trip to get a final reading, other than on the regular monthly reading date, a bill will be issued.

2. Sanitation

601	15 Days
Cubic Yard Billings will be prorated for the number of days used.	

SCHEDULE E

RESIDENTIAL WATER LEAK ADJUSTMENT CALCULATION

Upon receipt of evidence that the water leak has been repaired, the Water Superintendent will authorize a leak adjustment to the monthly water bill in question as follows:

1. Average water usage of the previous six (6) months is taken if these readings represent normal average usage prior to water leak. If not representative of normal average usage, average water usage will be calculated using the first six (6) months prior to the water leak.
2. Average normal usage is then subtracted from the actual usage billed resulting from the leak. This determines the leak volume.
3. Leak volume is credited at 50%; therefore, the customer is liable for 50% of the volume of water that was billed as usage as a result of the leak. The Borough will credit the customer the remaining 50% of the leak volume.
4. The water leak adjusted bill that the customer is then responsible for is the six (6) month normal average water usage plus 50% of the determined leak volume.

An example of the water leak adjustment calculation:

1. A residential customer receives a monthly water usage bill of 120 units (ten cubic feet) that he feels is indicative of a water leak at his residence. Upon fixing the water leak and submitting a copy of a plumber's invoice to the Borough for verification that there was a water leak and it has been fixed, the Borough authorizes a water leak adjustment to be calculated.
2. The previous six (6) months of water utility bills indicate that the customer averages 60 units (ten cubic feet) of water per 30 day billing period.
3. The average normal usage (60) is then subtracted from the monthly bill in question (120) and the leak volume is determined to be 60 units.
4. The Borough then credits the customer for 30 units (50% of the leak volume) and the customer is responsible for the remaining 50% of the leak volume, 30 units.
5. The customer's monthly water usage bill after the water leak adjustment is then the average of the previous six (6) months of normal usage (60 units) plus 50% of the leak volume (30 units), for a total of 90 units.
6. The customer's monthly sewage usage bill will be adjusted in the same manner, as sewage usage is based off of a customer's water usage.

ENERGY CONSERVATION

Visit the Borough of Chambersburg at www.chambersburgpa.gov and click on the Electric Department for tips on energy conservation and more efficient use of electricity.

CUSTOMER ASSISTANCE PROGRAMS

LOW INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP)

This program provides heating assistance to persons who qualify under set income guidelines. The program is funded through State and Federal monies and is administered by the Franklin County Board of Assistance. Those wishing to receive aid for the first time should call the Franklin County Board of Assistance Office at 264-6121 or visit their website at www.dpw.state.pa.us for an application.

ENERGY CRISIS ASSISTANCE PROGRAM (ECAP)

This program is the "emergency" portion of the LIHEAP program and is administered by the Commonwealth of Pennsylvania through the Franklin County Board of Assistance Office. In order to qualify for the ECAP assistance, a person must meet certain income eligibility guidelines and have had their heating utility terminated, have a termination notice or have no or almost no fuel oil on hand. After qualifying under the LIHEAP guidelines, persons needing emergency assistance should contact the Assistance Office at 264-6121.

PROJECT H.E.A.T.

Project H.E.A.T. (Helping Everyone Avoid Termination) is a community effort to assist Borough utility customers with limited financial resources in the payment of their utility bills and deposits, provided the customer has been a resident of the Borough of Chambersburg for at least six months. Contributions received by the Borough from its utility customers, area corporations and community organizations are used to assist needy utility customers in the payment of their bills. Persons wishing to benefit from Project H.E.A.T. fund should contact the Salvation Army at 264-6169.

OPERATION CONCERN

Operation Concern represents and is supported by churches in the Chambersburg area. Financial help is given to persons and families as a "last resort". In cases of extreme emergency, depending on available funds, help with utility bills is possible. Call Maranatha Ministries at 261-1328.

WEATHERIZATION ASSISTANCE PROGRAM

This is a program to help people with limited incomes reduce their fuel bills, save energy and have warmer homes. Measures such as insulation, caulking, weather-stripping, hot water heater wraps, low-flow showerheads, heating system retrofits and energy education may be provided where applicable. The program is funded through Federal and Utility Company monies and is free of charge to income eligible households. Application may be made by contacting South Central Community Action Programs, Inc., (SCCAP) at 1-800-451-9869.